



SAXON  
WEALD

# Making a complaint



We take pride in providing good customer service, however, we know that occasionally things can go wrong. Here is some information on how to make a complaint and what you can expect from us. A copy of our full complaints policy is available on request.



## How to Complain

*Simply contact us telling us:*

- ▶ what the problem is, giving details where possible, such as dates / names
- ▶ what you would like to see happen next
- ▶ how best to contact you

Please provide as much detail as possible. Our contact details are on the back of this leaflet.

**We ask that you bring any problems to our attention within 12 months of the issue occurring.**



## Help making your complaint

If you are not confident about communicating your complaint, you are entitled to have a friend, family member or other advocate act on your behalf. We will need your permission to share your information with this person. You can find our permissions form on our website or contact us for help.



If you have a disability, health condition or other circumstance that means you need additional support to progress your complaint, please get in touch. We can make adjustments such as:

- Arranging a sign language interpreter
- Visiting you to explain our response instead of sending a letter
- Agreeing specific contact times

There is also advice on making a complaint on the Housing Ombudsman's website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk).



## Our complaints procedure

We try to deal with complaints quickly and fairly. At Saxon Weald we operate a two stage complaint process. We will consider and respond to all complaints within 10 working days of receiving them (this is known as stage one). In

the event that you are not happy with our response, we will refer the issue to our Customer Experience team (this is known as stage two). They will investigate your complaint and respond within 20 working days of it being referred to them. This will be our final response to the issue.



## What can you expect from our response?

Our response to your complaint should meet our customer-approved quality standard. This includes:

- ▶ **Structure:** the response should be well set-out and easy to read
- ▶ **Content:** content will be relevant and comprehensive
- ▶ **Clarity:** communication will show a good understanding of the problem, with clear explanations of how a decision has been reached. Timescales and responsibility for agreed actions should be clear.
- ▶ **Accuracy:** information provided will be accurate
- ▶ **Tone:** our response should be professional
- ▶ **Empathy:** communications should demonstrate consideration and be sincere
- ▶ **Accountability:** we will acknowledge any failings on our part
- ▶ **Transparency:** information will be honest, accurate and reliable
- ▶ **Timeliness:** the response will be issued in agreed timeframes



## Still dissatisfied?

If you have been through our complaints process and are not satisfied, you have the right for your complaint to be considered by the Independent Housing Ombudsman. You can contact the Ombudsman at any time for impartial advice.

### The Housing Ombudsman

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

Email:

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)





## Unacceptable behaviour by complainants

We reserve the right not to consider a case if the complainant acts in an unreasonable, rude or aggressive manner, or where the complaint is frivolous, or has already been closed.

Should you require a large-font, braille, audio or OpenDyslexic font version of this document, please contact:

[marketing@saxonweald.com](mailto:marketing@saxonweald.com).



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Saxon Weald

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